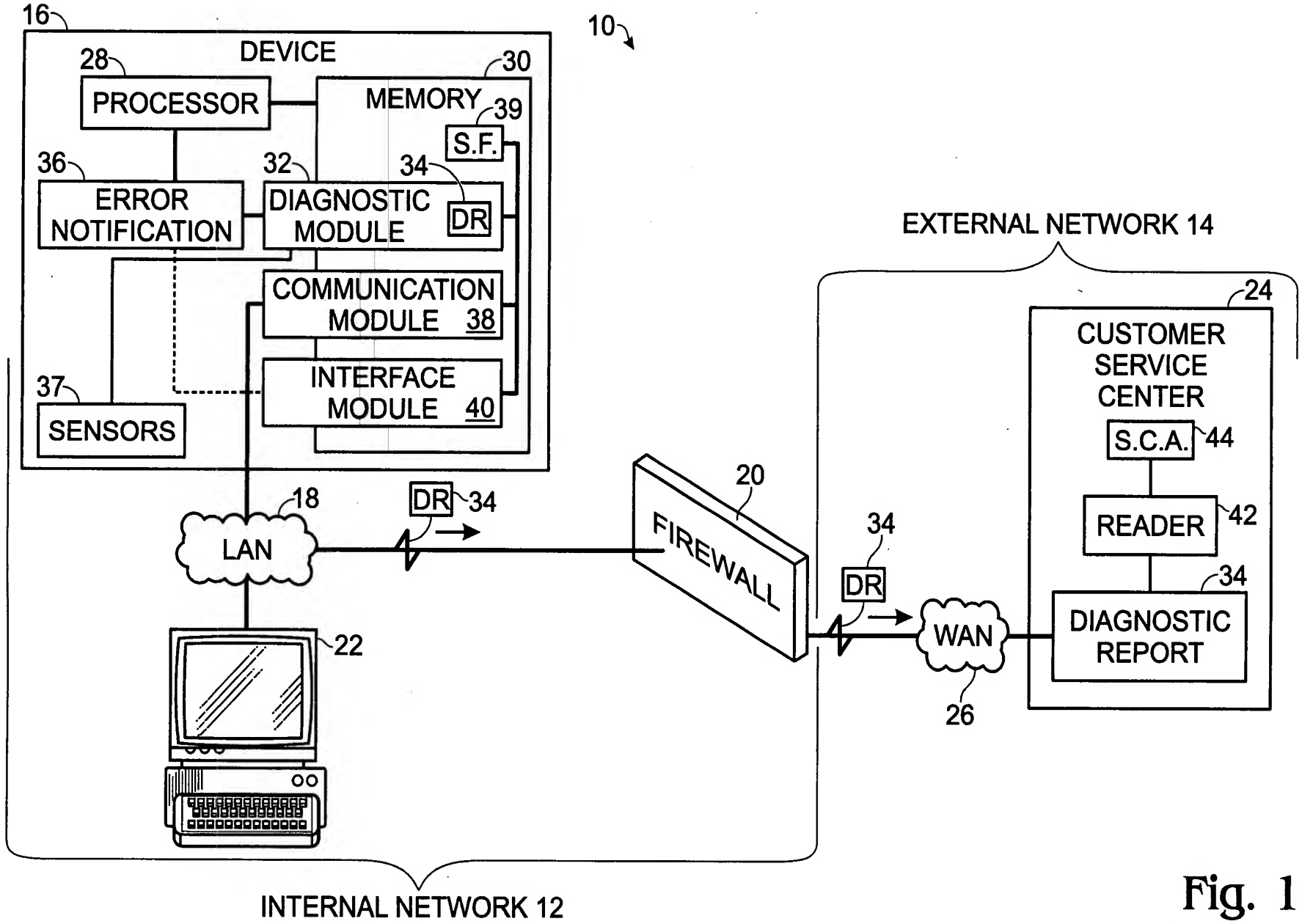

16
10
DEVICE
28
PROCESSOR
30
MEMORY
39
S.F.
36
ERROR NOTIFICATION
32
DIAGNOSTIC MODULE
34
DR
COMMUNICATION MODULE 38
INTERFACE MODULE 40
37
SENSORS
EXTERNAL NETWORK 14
24
CUSTOMER SERVICE CENTER
S.C.A.
44
READER
42
34
DIAGNOSTIC REPORT
18
LAN
DR
34
20
FIREWALL
34
DR
WAN
26
22
INTERNAL NETWORK 12

Fig. 1

Fig. 2

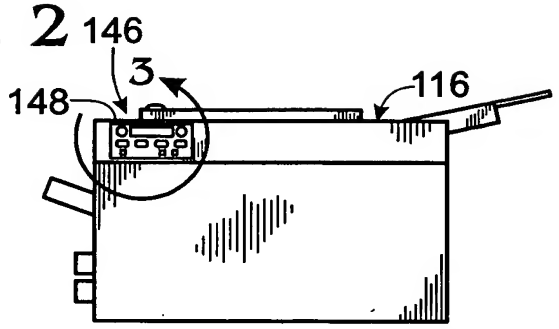


Fig. 3

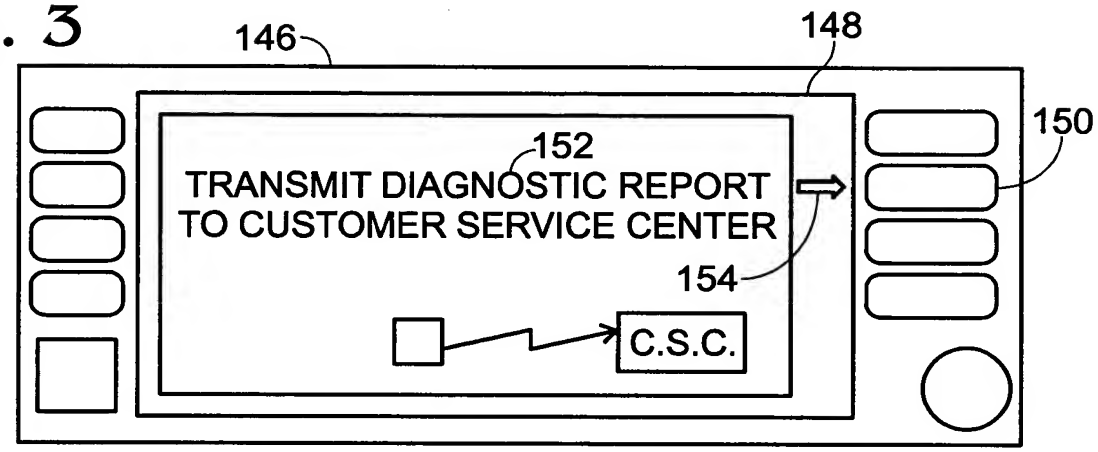


Fig. 4

234

X-BRAND SERIES ### PRINTER

PRINTER INFO 260

PRODUCT NAME :
PRINTER NUMBER:
FORMATTER # :
SERIAL # :
FIRMWARE CODE :
PAGE COUNT :
MAINTENANCE INTERVAL :
PAGES SINCE LAST MAINTENANCE :

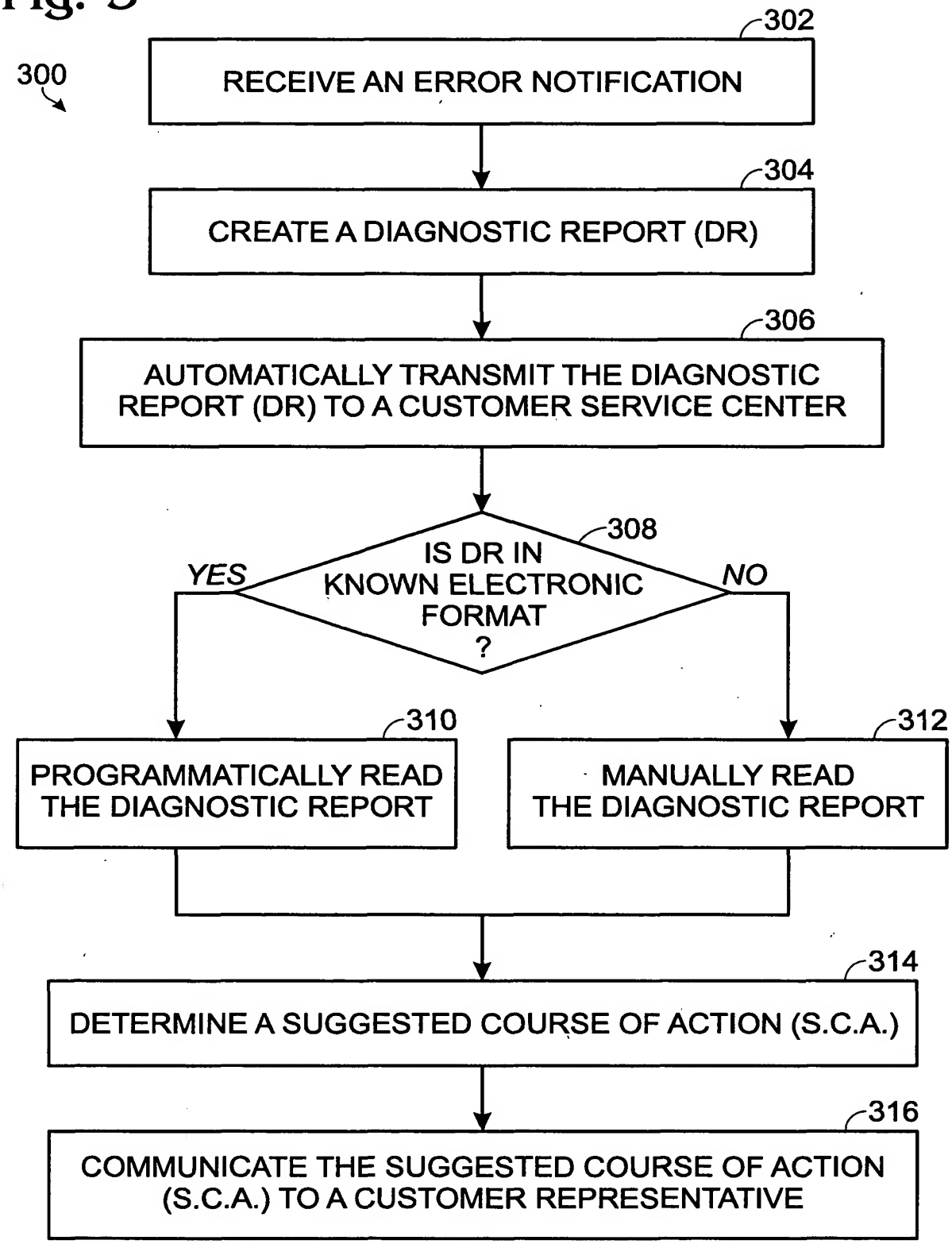
MEMORY 262

TOTAL : 18MB
DWS : 5.04
AUTO RESOURCE
SECURITY ENABLED

EVENT LOG 264

NUMBER OF ENTRIES IN USE: 16
MAXIMUM NUMBER OF ENTRIES :20
LAST 3 ENTRIES :
16 13.500 56,089
15 13.100 50,511
14 13.100 49,436

Fig. 5


300
302
RECEIVE AN ERROR NOTIFICATION
304
CREATE A DIAGNOSTIC REPORT (DR)
306
AUTOMATICALLY TRANSMIT THE DIAGNOSTIC REPORT (DR) TO A CUSTOMER SERVICE CENTER
308
IS DR IN KNOWN ELECTRONIC FORMAT ?
YES
NO
310
PROGRAMMATICALLY READ THE DIAGNOSTIC REPORT
312
MANUALLY READ THE DIAGNOSTIC REPORT
314
DETERMINE A SUGGESTED COURSE OF ACTION (S.C.A.)
316
COMMUNICATE THE SUGGESTED COURSE OF ACTION (S.C.A.) TO A CUSTOMER REPRESENTATIVE